

Application No.: 09/886,325

### REMARKS

Claims 1-26 are pending in this application. Claims 1 and 18 have been amended. Claims 3, 17 and 23 have been canceled.

Claims 1-7, 11-23 and 26 were rejected under 35 USC 102(e) as being anticipated by Taggart et al (App 2002/0165784, filed March 1, 2001). Claims 8-10, 24 and 25 were rejected under 35 USC 103(c) as being unpatentable over Taggart et al in view of "HP Instant Support". Applicant respectfully disagrees.

Independent Claim 1, as amended, claims a support system for diagnosing printer problems, comprising: a support server having a rules engine for parsing printer diagnostic data into components, for analyzing the components and for generating a suggested solution based on combinations of printer diagnostic data and error conditions; wherein the support server further including a printer diagnostics utility, wherein responsive to a request for support from a printer, located remote from the support server, wherein the printer includes a printer driver for communicating with the support server, the support server transmits the printer diagnostics utility to the printer; wherein, upon receipt and installation of the printer diagnostics utility, the printer generates printer diagnostic data and transmits the generated printer diagnostic data to the support server; and wherein, responsive to the generated printer diagnostic data, the rules engine parses and analyzes the printer diagnostic data and generates a suggested solution and the support server transmits the suggested solution to the printer.

Similarly, independent Claim 18, as amended, claims a method of remotely diagnosing printer problems in a support system having a support server, the support server having a rules engine for parsing printer diagnostic data into components, for analyzing the components and for generating a suggested solution based on combinations of printer diagnostic data and error conditions and at least one printer located remote from the support server, comprising: sending a request for support from the printer to the support server; responsive to the request for support, transmitting a printer diagnostic utility from the support server to the printer; upon receipt and installation of the printer diagnostics utility at the printer, generating printer diagnostic data; transmitting the generated printer diagnostic data to the support server; parsing the generated printer diagnostic data into components and analyzing the components; generating a suggested

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solution based on combinations of printer diagnostic data and error conditions; and transmitting the suggested solution to the printer.

Nothing in Taggart et al teaches or suggests a support system for diagnosing printer problems, wherein responsive to a request for support from a printer, the support server transmits a printer diagnostics utility to the printer; wherein, upon receipt and installation of the printer diagnostics utility, the printer generates printer diagnostic data and transmits the generated printer diagnostic data to the support server. An advantage of using downloaded printer diagnostics utilities is that the utility can be updated from time to time to retrieve or generate different types of data. Taggart et al does not teach or suggest downloading a printer diagnostic utility in response to a request for printer support. In the system of Taggart et al if the user does not send "snapshot" information, the system assumes the request is for general information only. "If a snapshot is not received, or if the snapshot is not well-formed, the client may be presented with a Web page displaying options for initiating a session. A snapshot gathering option recommends that the client access the remote control panel 250 and activate a snapshot gathering resource (e.g., activate a link to the appliance 124) so that the client can launch a full, customized session." See paragraph 61 of Taggart et al. Later in paragraph 61, it states "If the client enters an appliance selection, a session is initiated, but without specific information about the appliance status." Taggart et al. assumes that the snapshot gathering resource is located at the appliance, e.g., the printer. There is no provision in Taggart et al for downloading a printer diagnostic utility in response to a request for printer support, and upon receipt and installation of the printer diagnostics utility, the printer generates printer diagnostic data and transmits the generated printer diagnostic data to the support server.

Independent Claims 1 and 18 are believed to be allowable. Since Claims 2, 4-16 and 19-22, 24-26 depend from Claims 1 and 18, respectively, they are also believed to be allowable. Claims 1-2, 4-16, 18-22 and 24-26 are believed to be in condition for allowance.

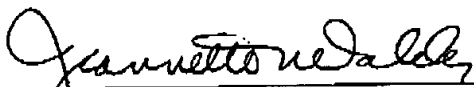
No additional fee is believed to be required for this amendment; however, the undersigned Xerox Corporation attorney hereby authorizes the charging of any necessary fees, other than the issue fee, to Xerox Corporation Deposit Account No. 24-0025.

Reconsideration of this application and allowance thereof are earnestly solicited. In the

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event the Examiner considers a personal contact advantageous to the disposition of this case, the Examiner is requested to call the undersigned Attorney for Applicant, Jeannette Walder.

Respectfully submitted,



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Xerox Corporation  
El Segundo, California  
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